

USPS Report on PRC Rate and Service Inquiries for June 2017

The Postal Regulatory Commission referred 37 inquiries to the Postal Service in June 2017. Customers received responses on average within 12 days.

Inquiries covered various topics that fell into three main categories:

- Delivery services 21 – i.e., the time of delivery, forwarding, and method of delivery.
- Customer services 15– i.e., hours of service, availability of retail products, and product tracking.
- Policies/procedures 1 – i.e., general information, obtaining refunds or exchanging postage, suggestions, and international inquiries.

While many of the inquiries were customer specific, the following topic is highlighted for possible interest to a larger audience.

Did you know the Postal Service has its own YouTube channel?

We have videos on the Postal Service's new feature, Informed Delivery, and what users are saying about it. You can watch Postal Service commercials and helpful how-to videos like "How to Address a Package," "How to Pack a Box" and "How to Change Your Address." These videos can easily be incorporated into your monthly PCC meetings. Follow this link to access the channel: <https://www.youtube.com/user/uspstv>.

Informed Delivery!

Informed Delivery is a new and innovative feature from the Postal Service that provides eligible residential consumers with digital previews of their incoming mail. Consumers who sign up receive grayscale images of the exterior, address side of their household's letter-sized mail arriving in their physical mailboxes soon.* Users can view their mailpiece images via email or online dashboard.

Detailed Images of Your Incoming Mail

Participate in this new USPS® service enhancement test and get images of the mail that will be placed in your mailbox each day. Black and white images of your actual letter-sized mail pieces, processed by USPS® sorting equipment, will be provided to you each morning. Flat-sized pieces, such as catalogues or magazines, may be added in the future. Participation is limited to certain ZIP Codes™ at this time. See the FAQs for more details

View Your Mail Online or Anywhere from Your Email

Get up to 10 mail piece images in your morning email, which can be viewed on any computer or a smart phone. Get more mail than that? Additional images are available for viewing on your online dashboard - in the same place you track your packages! Don't worry if you are on travel; if you have email or online access, you can see much of the mail that will be delivered to your mailbox.